



HUMAN RESOURCES OFFICE U.S. EMBASSY DHAKA

VACANCY ANNOUNCEMENT

ANNOUNCEMENT NUMBER – 038 - 2010

OPEN TO: **All Qualified Candidates**

POSITION: **Computer Management Assistant, FSN-9; FP-5**
(Salary approx. Tk. 55,000 per month)
OR
Depending on qualifications and experience
incumbent may be hired at a lower trainee grade
level as below:

Trainee Computer Management Assistant, FSN-8;
FP-6 (Salary approx. Tk. 44,000 per month)

OPENING DATE: **May 11, 2010**

CLOSING DATE: **May 24, 2010** (before 4:30 p.m.)

WORK HOURS: Full-time; 40 Hours/5 days per week

NOTE: ALL APPLICANTS MUST BE RESIDING IN BANGLADESH AND HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

The U.S. Embassy in Bangladesh is seeking applications for the position of **Computer Management Assistant** in the Information Systems Center (ISC).



BASIC FUNCTION: The incumbent serves in a Systems Administrator, Consular Affairs (CA) position. S/he serves as the primary person responsible for managing all Consular hardware and applications; assists the Systems Manager in the management of the various networks; performs analysis of budget planning and coordinates procurement of equipment and software for both the Sensitive but Unclassified (SBU) and Overseas Dedicated Internet (ODI) networks. Maintains liaises with local vendors for hardware repair and maintenance contracts.

MAJOR DUTIES AND RESPONSIBILITIES:

A. Operations and Consular Support:

- ✚ Assists the Systems Manager in maintaining user logons for the SBU network at post.
- ✚ Performs installation and upgrades of the all-Consular equipment including servers, workstations, printers, scanners, cameras and cash registers.
- ✚ Ensures that the Consular Oracle server and all user workstations are kept up-to-date with the latest version of CA applications, databases and operating systems software. Provides expert troubleshooting support on all CA applications.
- ✚ Monitors telecommunications via routers and fiber optics connections between post and Washington as well as among different sites at post to ensure smooth data processing.
- ✚ Monitors CA servers for disk space usage and reorganizes files accordingly. Checks the CA server event logs for unusual error message or warnings.
- ✚ Responsible for escalating problems to CA Support Desk in Washington and coordinating their resolution via regular follow-ups.
- ✚ Provides new Consular staff ad-hoc training on systems settings within CA applications.
- ✚ Repairs and replaces computer components (e.g. hard drives, NIC, monitor, CD-R/CD-RW, zip drives, etc.) on OpenNet+ PCs, and rebuilds them with operating system and other applications in case of major software or hardware failure.
- ✚ Determines appropriate usage of shared peripherals and places the on the network accordingly in order to enhance operations.
- ✚ Manages the disposition of sensitive media, e.g. backup tapes, hard drives.
- ✚ Ensures physical data security by taking appropriate emergency procedures for removal of data in the event of a fire, evacuation or any other threat.



- ✦ Ensures that the Consular RDS Anti-Virus PC for Non-immigrant Visa and Laptop's are kept up-to-date with the latest NAV definition files.
- ✦ Maintains proper environmental levels in the equipment room by monitoring air conditioning and dehumidification systems, reporting atmospheric irregularities, and maintaining a clean equipment room that is dust-free to the maximum extent possible.

B. Procurement and Hardware Maintenance:

- ✦ Analyzes equipment and software requirements and drafts purchase orders accordingly. Follows up on incomplete purchase order with the Procurement Unit and coordinates timely delivery of items. Tracks orders and ensures that 'Period of Acceptance' dates are monitored and recorded.
- ✦ Maintains reference library of DOS-approved hardware and software catalogs, spreadsheets and website in order to facilitate procurement.
- ✦ Remains aware of current prices and available configurations of computer equipment and software through research of catalogs, local market and the Internet.
- ✦ Prepares and reviews hardware maintenance contracts with local vendors on a yearly basis. Coordinates the pick-up, timely repair and return of hardware by local vendors. Maintains list of equipment under warranty and ensure that vendors provide maintenance coverage.
- ✦ Coordinates preventive maintenance with local representatives and/or other computer vendors and verifies the completeness and correctness of work performed.
- ✦ Keeps the Systems Manager informed of the network status and reports any non-routine maintenance requirements.
- ✦ Remains aware of DOS, bureau and post acquisition policies and procedures relative to computer hardware and software.

C. Management Advisory Services:

- ✦ Recommends appropriate and cost-effective repair and replacement of faulty hardware.
- ✦ After thorough analysis of all ISC equipment/software requirements, plan and, recommend for procurement approval. Prepares and places quarterly, semi-annual and annual procurement orders.
- ✦ Prepares comparison charts for available hardware and software in order to facilitate post management decisions during procurement cycles.
- ✦ Suggests alternate computer capabilities when required to meet demands.
- ✦ Recommends back-up and contingency planning procedures to post management.



- ✚ Assists the ISO and Systems Manager in formulating future automation plans for the Chancery SBU network.
- ✚ Prepares the Standard Operating Procedures (SOP) for Consular Systems and other operations at ISC, and keep it up-to-date.
- ✚ Serves as backup Timekeeper to prepare the T&A reports for the ISC.

D. Analysis and Programming:

- ✚ Analyzes work processes and functions for both hardware and software capabilities to determine current and prospective workloads.
- ✚ Develops databases and spreadsheets to meet Embassy needs using appropriate computer application design methodologies.
- ✚ Provides ad-hoc training on system settings for Consular applications.
- ✚ Documents Consular-specific procedures for continued operations.
- ✚ Ensures that documentation for all Consular applications are kept up-to-date.

QUALIFICATIONS REQUIRED:

- 1. Education:** Minimum a Bachelor of Science in Computer Science and MCSE 2003 or later, CCNA required. *(You must attach a copy of your bachelor degree certificate & technical certification copy (ies) along with your application form.)*
- 2. Language Proficiency:** Level IV (Fluent) English and Level III (Good working knowledge) Bangla required. English language proficiency will be tested.
- 3. Prior Work Experience:** Minimum four years of progressively responsible administrative and analytical work involving various computer systems and work environments required.
- 4. Job Knowledge:** Thorough knowledge of computer equipment operations management, systems analysis, design techniques, applications programming and documentation techniques. Thorough knowledge of hardware/ software acquisition policies, local vendors support procedures, current market prices of different IT products is a must. Knowledge of telecommunications procedures, computer security procedures, contingency planning, management advisory services, office management principles.



5. Skills and Abilities: Must have good technical skills on MS server 2008, SQL Server 2008 and MS SharePoint; able to work with Active Server pages (ASP.net), Adobe Flash, Java. Diagnosing and resolving hardware and software problems, able to initiate and maintain contact with different offices overseas *for resolving hardware and software problems with OpenNet+ services*. Able to enhance the operational capabilities of the organization and maximize the usage of its resources. Possess the ability to relate proposed projects and priorities to the capabilities and limitations of the computer system and components in order to be able to meet support requirements. Possess good interpersonal skills, able to initiate and maintain contact with appropriate persons of local vendors for resolution of Hardware and Software related problems. Ability to secure support for future computer plans and automation upgrades, able to balance workload demands between the operational activities of different network sites and user calls/troubleshooting. Also be able to provide ad hoc training to users on a need basis.

SELECTION PROCESS:

It is essential that the candidates address the required qualifications above in the application. **Applicants who do not provide evidence that they meet the above qualification requirements may not be considered.** When equally qualified, US Citizen Eligible Family Members (AEFMs) and U.S. Veterans will be given preference.

ADDITIONAL SELECTION CRITERIA:

1. Management will consider nepotism/conflict of interest, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Currently employed US Citizen EFM's who hold a FMA appointment or PSA are ineligible for advertised positions within the first 90 calendar days of that appointment.
4. Currently employed Not Ordinarily Residents (NORs) hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment, unless currently hired on a When Actually Employed (WAE) work schedule.
5. The candidate must be able to obtain and hold a security clearance.



TO APPLY:

Interested candidates are requested to submit the following:

1. Bangladeshi candidates will submit the "Application for Employment as a Foreign Service National" form either By Hand with No Envelope at South barrier or **FAX at 9887825. [Blank application forms are available at South barrier of the U.S. Embassy, Dhaka \(near the Vatican Embassy\) and at our website at: \[dhaka.usembassy.gov\]\(http://dhaka.usembassy.gov\)](#). A copy is also attached hereto for your convenience.**

[Application Form](#)

2. Interested USEFM, EFM, MOH, and local resident Americans are requested to submit a letter of application stating their interest along with updated OF-612 (Application for Federal Employment). A copy is also attached hereto for your convenience.

[OF-612](#)

Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application.

All applicants must complete application forms, attach a passport size photograph and a copy of educational or trade school certificate. Inaccuracies, omissions or false statements may be cause for disqualification or termination of employment. Information given on the application may be verified at anytime.

SUBMIT APPLICATION TO:

Human Resources Office

Attention: HRO

Address: Embassy of the United States of America
Madani Avenue, Baridhara
Dhaka – 1212

POINT OF CONTACT:

Human Resources Assistant

Telephone # 885-5500, Ext: 2533

Fax # 9887825



DEFINITIONS:

1. US Citizen Eligible Family Member (USEFM): Family Members at least age 18 listed on the travel orders of a direct hire Foreign of Civil or uniformed service member stationed to a US Foreign Service post or establishment abroad and is under COM authority. The USEFM resides with the sponsoring employee at post or at an Involuntary Separate Maintenance Allowance (ISMA) location.

2. Eligible Family Member (EFM): Family Members at least age 18 listed on the travel orders of a Foreign of Civil Service or uniformed service member permanently assigned to or stationed to a US Foreign Service post or establishment abroad with a USG agency that is under COM authority who do not meet the definition of USEFM.

3. Member of Household (MOH): An individual accompanying a direct-hire Foreign, Civil, or uniformed service member to their assigned post abroad. The individual has been officially declared by the USG employee to the COM as part of his/her household but is not an EFM and is not on the travel orders of the sponsoring employee.

A MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a US Citizen.

NOTE: *"Members of the same family (father, mother, spouse, child, brother, sister, uncle, aunt, first cousin, niece, nephew, grandparent or grandchild, in-laws or step-relatives) will not be employed at the same time in the same agency unless it is in the best interests of the Mission and approved by the Director of the agency involved. In no case will family members be employed in the same working unit of an agency."*

The US Mission in Dhaka provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

Cleared by:
HRO:
ISO:
FMO:

MGT: